

Samsung TVs | Medium | 2 min read

How to factory reset a Samsung TV safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

A factory reset puts the TV back to how it was when you bought it. It can fix stubborn problems, but it also deletes a lot, so it should be your last resort.

Read this first

Samsung warns that a reset erases all data and returns settings to their original state. You will lose:

- Your Wi-Fi details
- Logins for apps such as Netflix, iPlayer and Prime Video
- Your channel list, so you will need to retune Freeview
- Your picture, sound and other settings
- Your Samsung account sign-in

Before you start, make sure you know your Wi-Fi password and your app passwords. Take a photo of any settings you want to put back.

Try gentler options first

- Unplug the TV for one minute and plug it back in.
- Run **Software Update** under **Settings > Support**.
- Use **Reset Network** or **Reset Sound** where they apply.
- On some models there is a **Reset Smart Hub** option in **Self Diagnosis** under **Settings > Support > Device Care**.

How to reset

Samsung's UK page gives these steps for recent models:

1. Press **Home** and go to **Settings**.
2. Select **General** (on some models **General & Privacy**), then **Reset**.
3. Enter your PIN. Samsung says the default is 0000 if you have not changed it.
4. Confirm when asked.
5. The TV will switch off. Turn it on again and follow the setup screens.

The menu names differ on older models, so check the e-Manual.

If you forgot your PIN

Try 0000. If that does not work, do not search for hidden codes online. Contact Samsung support for official help.

After the reset

Set up Wi-Fi, sign in to Samsung and your apps, then retune the channels. See our Freeview guide.

When to get more help

If the TV will not complete setup or the problem returns straight after the reset, it may have a hardware fault. Check your warranty. Vision Tech can help you through setup afterwards.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.